

**Section VI**  
**2015 Department on Aging**  
**Program/Service Guidelines**  
**Telephone Back-up and After-Hour Coverage for the Aging Call Center**

**1. Introduction/Background Information**

The Milwaukee County Department on Aging (MCDA) is responsible for providing information and assistance to older adults age 60 and over, as well as their friends, family, caregivers, and the general public.

MCDA provides information, which is updated at least annually, about services, resources and programs which will assist people to experience daily life with dignity and security, maximizing their opportunities for self-sufficiency and choice.

In addition, MCDA is required to assure that calls to the Aging Call Center are responded to promptly 24 hours a day, seven days a week.

To this end, MCDA has established a call center which is staffed by county employees Monday-Friday from 7:00 AM to 5:30 PM. After-hours and weekend coverage is managed by an external.

Applicants for MCDA funding to provide Telephone Back-up and After-hour Coverage must comply with and incorporate the guidelines that follow. At the option of the Department on Aging, and with the agreement of the Provider, this contract may be extended for each of the two following calendar years without a Request for Proposal. Any such extension will be contingent upon the satisfactory performance of the Provider and the inclusion of sufficient funding for the extensions in the Adopted County Budget for each of the succeeding years.

**2. Eligible Vendors**

The applicant must have experience providing call center operations to persons 60 and older and must be able to recruit qualified staff by January 2015 and to fill vacant positions within one month of their occurrence. The applicant must have prior experience working collaboratively with large government agencies and experience complying with complex federal and state funding program guidelines.

**3. Eligible Program Participants**

All elderly person, 60 and over, their friends, family and caregivers and the general public are eligible for information and assistance services.

#### **4. Program Activities**

The vendor will provide telephone back up and after hours phone coverage (5:30 PM to 7:00 AM daily) along with weekend telephone coverage to the Aging Resource Call Center.

Additionally the vendor will:

- Record and submit a daily listing of the after hours/weekend call taken on behalf of Aging Call Center
- Submit a daily record of these calls the following business day to MCDA Call Center Program Coordinator
- Contact after hour coverage worker regarding calls for which an immediate response may be necessary during declared emergencies
- Maintain accurate fiscal records, monthly financial reports, and quarterly expenditure reports and submit them to MCDA and the Milwaukee County Commission on Aging

#### **5. Performance Objectives**

The vendor will answered all calls transferred from Aging Call Center's direct ling (414 289-6874) from 5:30 PM to 7:00 AM daily, Monday-Friday and all weekend.

#### **6. Staff Qualifications**

Staff should have skills and knowledge acquired through study and experience to answer and respond to phone inquiries from the general public regarding human services, human service issues, crisis intervention, and physical and mental health counseling.

#### **7. Training**

Training in call center methods, etiquette, etc. along with resources updating and awareness training must be provided annually.

#### **8. Supervision**

A full time on-site supervisor to provide direction to staff is required.

## **9. Billing and Reporting**

Vendors will submit a monthly bill for services provided by the tenth working day of each month.

## **10. Budget**

The FTE calculation should include Outreach staff salaries and fringe benefits. Administrative costs are allowed and may include, but not limited to supervisory and clerical support, training, mileage reimbursement, office supplies, forms (paper and copying costs), office equipment (computers and copiers), etc.

In addition, an annual audit of funds reimbursed to the vendor by MCDA will be required.